Dell PowerVault
Network Attached Storage
(NAS) Systems

Troubleshooting Guide

Notes, Cautions, and Warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Installation Issues

Table 1. Installation Issues

Issue	Description	Workaround / Solution
After reinstalling the operating system, the RAID configuration on the system does not match the original factory configuration.	If the operating system reinstall DVD cannot find an operating system partition of 80 GB or larger on Virtual Disk 0, it defaults to the RAID 5 configuration.	**NOTE:** The operating system can only be installed on LUN 0 of the internal controller. To configure a RAID configuration other than RAID 1 (Dell PowerVault NX300, NX3000, and NX3100) or RAID 5 (PowerVault NX200), create a virtual disk with LUN ID 0 before reinstalling the operating system. To workaround this issue, perform the following steps: **1** If possible, backup all data on all virtual disks. **2** Reboot your system and enter the Dell PowerEdge RAID controller (PERC) BIOS. For more information, see the PERC documentation at **support.dell.com/manuals**. **3** Create a virtual disk with the desired RAID configuration, LUN ID 0, and a capacity of 80 GB or more. **4** Reboot the Dell PowerVault Network Attached Storage (NAS) using the operating system reinstallation media or DVD.
`Error: -5000. Unexpected system error.`	A required system resource cannot be located or is faulty.	This issue occurs because either the operating system reinstallation media, optical drive, or the system is in an invalid state.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
`Error: -5001. Invalid system.`	System restore is performed on an unsupported system.	This issue occurs because the operation is not supported on the system. To resolve this issue, remove the operating system reinstallation media immediately.
`Error: -5002. Unsupported hardware configuration encountered.`	Unable to locate a supported RAID controller.	To workaround this issue, perform one of the following steps: • Ensure that the disk controller card is connected to the internal drives and is properly seated in the correct slot. For more information about connecting the card, see the *Hardware Owner's Manual* at **support.dell.com/manuals**. • Ensure that your system supports an internal drive controller. For information about the internal drive controllers supported on your system, see the system hardware documentation at **support.dell.com/manuals**.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
`Error: -5003. Error occurred while attempting to create OS volume.`	Invalid operating system drive configuration. The layout of physical disks to be used as the operating system disks does not meet the required layout for the device.	To workaround this issue, perform one of the following steps: • Ensure that all drives in the operating system drive slots are correctly attached and do not have data on them. Physical disks for the operating system must be of the same type and must be greater than 80 GB. • Enter the PERC BIOS during the operating system boot operation and ensure that there are no foreign configurations, drives are clean of all data, the drives meet the minimum size requirement, and are fully functioning and accessible. For more information, see the PERC documentation at **support.dell.com/manuals**.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
`Error: -5004. Error occurred while attempting to create OS volume.`	Drives in the expected system slots dedicated for the operating system are empty.	To workaround this issue, perform one of the following steps: • Ensure that all drives in the operating system drive slots are correctly attached and do not have data on them. Physical disks for the operating system must be of the same type and must meet the minimum size requirements. • Enter the PERC BIOS during the operating system boot operation and ensure that there are no foreign configurations, drives are clean of all data, the drives meet the minimum size requirement, and are fully functioning and accessible. For more information, see the PERC documentation at **support.dell.com/manuals**.
`Error: -5005. Error occurred while attempting to create OS volume.`	Drives in expected operating system slots have existing foreign configurations.	To workaround this issue, enter the PERC BIOS during the operating system boot operation and ensure that there are no foreign configurations, drives are clean of all data, the drives meet the minimum size requirement, and are fully functioning and accessible. For more information, see the PERC documentation at **support.dell.com/manuals**.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
`Error: -5006. Error occurred while attempting to create OS volume.`	Unable to locate the PowerVault operating system reinstallation media.	To workaround this issue, perform one of the following steps: • Ensure that the operating system reinstallation media is loaded in the CD/DVD drive. If the media is present in the drive, the drive may be faulty. For information about troubleshooting the drive, see the *Hardware Owner's Manual* at **support.dell.com/manuals**. • Ensure that the drive is still functional. Reboot the PowerVault NAS using the operating system reinstallation media to restart the process.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
`Error: -5007. Error occurred while attempting to create OS volume.`	A pre-existing virtual disk with LUN ID 0 that is not being used for the NAS operating system has been encountered.	The operating system on the PowerVault NAS system must be on virtual disk 0. To workaround this issue, the current virtual disk with LUN ID 0 must be deleted for the operating system reinstallation to proceed. **1** Backup all data on virtual disk 0 if possible. **2** Reboot your system and boot into the PERC controller BIOS during POST. For more information about booting into the PERC controller BIOS, see PERC user's guide at **support.dell.com/manuals**. **3** Delete the virtual disk with LUN ID 0. **4** Reboot the PowerVault NAS using the operating system reinstallation media or DVD.
Errors due to third-party tools and utilities.		To workaround this issue, follow the instructions in the error message. If the error cannot be resolved, contact Dell. For more information, see "Getting Help" in the *Hardware Owner's Manual* at **support.dell.com/manuals**.
The package provided is not a NAS appliance software.	The package provided for the **PowerVault NAS Initial Configuration Wizard** is not a recognized NAS appliance software.	Ensure that the package downloaded from **support.dell.com** is compatible with your system.

Table 1. Installation Issues *(continued)*

Issue	Description	Workaround / Solution
The PowerVault NAS appliance software provided cannot be installed on the NAS system.	The wrong NAS software appliance has been provided for the system.	Go to **support.dell.com** and download the appropriate NAS appliance software for the system.
Reinstallation error message stays on the LCD.	The last error message remains on the LCD until the operating system is successfully reinstalled.	To resolve this issue, change the user defined string to the default option or User Defined String. Enter the BIOS and select the **Embedded Server Management** screen. Change the option to either default or type a new string.
The display log console displays a wrong date.	The display log console displays a wrong date during the operating system reinstallation process.	This is a known issue and does not affect the system.

Deployment Issues

Table 2. Deployment Issues

Issue	Description	Workaround / Solution
Default password.	Unable to find the default password of the system.	The default password for your PowerVault storage solution is *Stor@ge!*
Errors due to PERC cards.		To resolve the issue, see the PERC documentation at **support.dell.com/manuals**.

Table 2. Deployment Issues *(continued)*

Issue	Description	Workaround / Solution
Firewall exceptions on Dell PowerVault NX200 systems.	The following ports are open by default: • UDP port = 80: http • UDP port = 111: Portmap UDP • UDP port = 162: SNMP • UDP port = 1071 • UDP port = 137: NetBIOS Name Service — UDP port = 138: NetBIOS Datagram service: • UDP port = 328: • UDP port = 6389: • UDP port = 1205: • UDP port = 1062: • UDP port = 2730: • TCP port = 80: IIS • TCP port = 135: RPC • TCP port = 3260: ISCSI • TCP port = 111: Portmap TCP • TCP port = 25: Storage Processor • TCP port = 4244: DCOM/RPC • TCP port = 137: NetBIOS TCP • TCP port = 139: NetBIOS Session Service: • TCP port = 445: SMB over TCP • TCP port = 3389: Remote Desktop • TCP port = 2463:	This feature is working as designed.

Table 2. Deployment Issues *(continued)*

Issue	Description	Workaround / Solution
The **PowerVault NAS Initial Configuration Wizard** does not successfully install the language on the system. Or The **PowerVault NAS Initial Configuration Wizard** is launched continously.	An error occurred while installing the non-English language packs.	Perform the following steps to reinstall the language packs: **1** Click **Start→ Control Panel→ Clock, Language, and Region→ Change Display Language**. The **Regional and Language Options** window appears. **2** From the **Keyboards and Languages** tab, select **Install/Uninstall Languages** to install the required language. **3** Select **Install Language** and browse to **C:\dell\mui\<***country_abbreviation***>** where the MUI files are located.

Management Issues

Table 3. Management Issues

Issue	Description	Workaround / Solution
Single Instance Storage (SIS) is not available on Windows Storage Server 2008 Basic Edition.		SIS is only available on the Standard and Enterprise Editions of Windows Storage Server 2008.
The desktop displays incorrect system information.	The information present on the desktop does not match the actual system information.	This issue occurs because the **Dell Desktop System Information Utility** does not refresh automatically. If you make any changes while the system is running, the changes may not be reflected in real time. To workaround the issue, perform one of the following steps: • Log off and log on. • Run the **Dell Desktop System Information Utility**. • Reboot the system.
Turning off the firewall.		To turn off the system firewall: **1** Launch **Server Manager** and navigate to the **Configuration** snap-in. **2** Expand the snap-in and right-click **Windows Firewall with Advance Security**. **3** Select **Properties** and turn off the required firewall.

Update Issues

Table 4. Update Issues

Issue	Description	Workaround / Solution
The PowerVault NAS update package provided is not a NAS appliance software.	The package provided for the **PowerVault NAS Initial Configuration Wizard** is not a recognized NAS appliance software package.	Ensure that the package downloaded from **support.dell.com** is compatible with your system.
The PowerVault NAS update package provided cannot be installed on the NAS system.	The wrong NAS software appliance has been provided for the system.	Go to **support.dell.com** and download the appropriate NAS appliance software for the system.
Dell OpenManage Server Administrator is not detected on the system.	Dell OpenManage Server Administrator cannot be found on the system.	To workaround this issue, download the latest version of the OpenManage Server Administrator from **support.dell.com**. **1** Launch the installer and follow the instructions on the screen. **2** After installing the OpenManage Server Administrator, reboot the system. **3** After the system boots up, the **PowerVault NAS Initial Configuration Wizard** launches. **4** Complete the initial configuration steps.